

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3855
ANSWERED ON:21.04.2008
DECLINE IN PERFORMANCE OF POSTAL SERVICE
Jain Shri Pusp

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) Whether the use of Government postal services vis-a-vis the private postal service (courier) is declining in the country;
- (b) if so, the reasons therefor;
- (c) whether the decline is mainly because of poor standard of Government postal services and non-performance of duty by the officials of the postal department;
- (d) if so, whether the Government has evolved any scheme to tackle it; and
- (e) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

- (a) Sir, the use of Government postal services vis-a-vis the private postal service (courier) is not declining in the country in general. The Department of Posts offers a range of mail products. While traffic in unregistered articles has shown a fluctuating downward trend in the last six years, it has registered robust growth in other products like Speed Post, Bill Mail Service. Even in the case of registered articles traffic shows an increase of 4.2% in the year 2006-07. The traffic figures for Speed Post and International Mail are given in the Annexure.
- (b) The decline in unregistered mail and personal communication is ascribed mainly to technological substitution like telephone, e-mails and competition in mail market.
- (c) As per (b) above. The postal officials continue to do their job with sincerity.
- (d)&(e) Department of Posts has adopted a multi-pronged strategy to improve the services and increase its market share. For Business segment, the Department is providing services like Speed Post for time sensitive mail, Business Post to provide pre-mailing solutions, Express Parcel Post to cater to commerce and bulk centers of parcels, Bill Mail service for transaction mail etc. Fresh initiatives like wet leasing of cargo aircraft for North East Region of India, establishing Mail Business Centres, value addition like electronic intimation of delivery, re-designing of pincode for faster delivery have also been undertaken to enhance the quality of service and to improve the productivity of staff.